Electronic Acknowledgement Receipt				
EFS ID:	3137000			
Application Number:	09826121			
International Application Number:				
Confirmation Number:	2317			
Title of Invention:	Method, system, and program for customer service and support management			
First Named Inventor/Applicant Name:	Andy Ming Lee			
Customer Number:	7470			
Filer:	Scott C. Harris			
Filer Authorized By:				
Attorney Docket Number:	1602034-0002			
Receipt Date:	10-APR-2008			
Filing Date:	04-APR-2001			
Time Stamp:	19:26:07			
Application Type:	Utility under 35 USC 111(a)			
Payment information:				
Submitted with Payment	no			

Submitted with Payment	no

File Listing:

ū					
Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	Assignee showing of ownership per 37 CFR 3.73(b).	373signed2001.pdf	61910	no	1
'			f13e31154320cde4578e41d1949dbd83 1a4414e9		
Warnings:					

W	ar	'nı	ngs
---	----	-----	-----

Information:

2	Power of Attorney	52375 signedPOA2001.pdf 5494697396971tbbb00500000004 554350	no			
2				110	'	
Warnings:						
Information	Information:					
Total Files Size (in bytes):		1	14285			

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.